RÉGIE RÉGIONALE
DE LA SANTÉ ET DES
SERVICES SOCIAUX
DE MONTRÉAL-CENTRE

Assess
to
Improve

PROGRAMME FOR CONTINUOUS IMPROVEMENT IN SERVICE QUALITY AND USERS' SATISFACTION

REGIONAL SERVICE CONCEPT 2000

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Sectors		
RELATIONAL	PROFESSIONAL	ORGANISATIONAL
This sector, which concerns relationship with the user, rs to the humanisation of care to aspects of service delivery ch are sensitive in the clients s.	This sector, which involves service delivery from a professional point of view, includes four dimensions, which refer to a professional expertise and a specific manner in which the basic treatment needs are met.	This sector, which involves the organisation of the service. Refers to the environment of the contact and the relationship that is established between the client and the practitioner. The context can be more or less facilitating and comfortable. The service may be more or less accessible and the systems, policies and procedures may assure or not that the service rapid and uninterrupted.
Dimensions		
Dignity	Reliability	Facility
Intimacy	Responsibility	Continuity
Empathy	Reassurance (appeasement)	Accessibility
	Solidarity	Rapidity
		Comfort

THE RELATIONAL SECTOR

DIMENSION	DEFINITION	EXPECTATIONS
Dignity	This is the respect and consideration that a person deserves. It involves accepting difference	1. That you be treated with respect 2. That your choices be respected and you not be forced to do certain activities 3. That not only your immediate problem be taken care of but, that your entire person also be taken into account 4. That the staff take your culture, lifestyle and habits into account
Intimacy	*This assures an individual of a personalised relationship, confidentiality and security. It requires a comfortable physical environment and behaviours that are attentive and discrete.*	5. That you not be asked questions that are unrelated to your problem 6. That no gestures be made that that are not relevant to your condition or your problem 7. That you be dealt with discretion 8. That your case be treated in a confidential manner 9. That your physical privacy be respected 10. That all people be treated equally without any discrimination
Empathy	This is the expression of our understanding of what the other person is experiencing. It involves listening attentively to the client and consideration of the individual as a whole person.	11. That the staff take the time that is necessary to take care of you 12. That the staff (doctor, nurse, social worker or other professional) listen to you attentively and take you seriously 13. That all the staff members you deal with show consideration for family members or friends that help (assist) you 14. That all the staff members you deal with understand you well

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THE PROFESSIONAL SECTOR

DIMENSION	DEFINITION	EXPECTATIONS
Reliability	This is the assurance that everything will function smoothly within known and reasonable limits (time, environment) as implicitly or explicitly promised. It involves competence, coherence, thoroughness and clarity.	*15. That appointments be kept on time (see rapidity)* 16. That you are informed as how to complain should you be dissatisfied with the service offered 17. That all the staff members you deal with be competent 18. That you be given the results of any test or evaluation that is made regardless of whether they are positive or negative 19. That equipment and technologies be ultramodern
Responsibility	This dimension involves everything that can help to increase an individual's autonomy and his capacity to take initiative, assume responsibility and exercise leadership in his own regard.	20. That you be presented with all the options that are available to you 21. That the staff (doctors, nurses, social workers or other professionals) help you find a solution 22. That decisions not be made for you 23. That the staff (doctors, nurses, social workers or other professionals) gives you advice to prevent the problem from reoccurring
Reassurance (appeasement)	This is the ability to calm and reassure a person , and bring him serenity	24. That the staff (doctor, nurse, social worker or other professional) take the time that is necessary to explain to you what is going on at each step 25. That all the staff members you deal with smile 26. That all the staff members you deal with reassure you 27. That when the waiting time is long, the staff show concern for you
Solidarity	This dimension involves everything that can encourage recourse to those close to the client (family community) in order to get them involved, to a greater or lesser degree in resolving a problem.	28. That the staff suggest you seek support from the people around you (parents, friends, community groups) 29. That you be referred to other people or associations of persons that have lived similar problems

THE ORGANISATIONAL SECTOR

DIMENSION	DEFINITION	EXPECTATIONS
Facility	This is the simplicity of utilisation and understanding of the services and flexibility of systems in regard to the circumstances. Simplicity concerns both the people involved (whose behaviour should be natural, spontaneous and without pretension) as well as the things involved, which must be easy to understand and use.	30. That the organization is easily accessible by public transit (including adapted transportation for handicapped persons) or it be possible to park nearby 31. That there be as few formalities as possible when dealing with an organization (not too complicated, not too many steps nor too much paperwork involved) 32. That the staff uses language that is easy to understand 33. That it be possible for you to choose the caregiver (doctor, nurse, social worker or other professional) and to change if it doesn't work out 34. That procedures with other institutions, organisations or professionals be facilitated, if so required
Continuity	This is the assurance that the user will receive a complete treatment, without any interruptions in the management of his case, the responsibilities or information provided.	35. That there be continuity and a good flow of information between the different health and social service organizations 36. That when possible, the same caregiver (doctor, nurse, social worker or other professional) care for you from one time to the next 37. That there be follow-ups on the advice and/or references that are given
Accessibility	This is the possibility of access in terms of geography, physical installations, timetables and culture.	38. That the organization is easily accessible by public transit (including adapted transportation for handicapped persons) or it be possible to park nearby 39. That information be provided to you on all of the services that are available there 40. That you be given information that is adapted to your culture and your language 41. That the organization be open during hours that are convenient for you (i.e. weekdays, weekend and/or evenings)

THE ORGANISATIONAL SECTOR suite

DIMENSION	DEFINITION	EXPECTATIONS
Rapidity	This refers to the length of time required for a response to a request, depending on the expectations and needs of the client.	42. That your appointments with the professionals be obtained quickly 43. That when you do not have an appointment, the waiting time be short That appointments be kept on time (See #15)
Comfort	This is the feeling of well being resulting from the condition of the premises, which should be healthy, clean and orderly and equipment, which is perfectly adapted to different situations.	44. That the atmosphere in the organization be pleasant 45. That the rooms and the equipment be clean